



# This leaflet is about your direct payment prepaid card



Easy read version



## What is a direct payment prepaid card?



- a prepaid card works just like a bank card



- this card is a Mastercard



- we will put your direct payments money straight onto the card for you



- this means your direct payments will be easy for you to use.



## What can I use my card to pay for?

You can use your card to pay for the support you need.



This must be the support agreed in your support plan.



You can use your card to pay:

- your care agency



- your personal assistant



- other services we have agreed.



If you want to pay for things not in your support plan you must ask us first.

## What's good about a card?



- you won't have to send us monthly bank statements anymore



- the card is very easy to use



- you can look at your card online



- you can also get details about your card spending by phone



- you can choose 3 people you trust to help you with your card



- if your card is lost , stolen or damaged you must report it by calling 0330 808 0102 and then your money will be safe.



## Things you can't use your card for:

- you cannot use your card to take out cash



- you cannot take out more money than you have on your card



- you cannot pay for things that are not on your support plan



- you cannot get cashback



If you need help ask your social care worker.

## Will the card cost me anything?



No, the card is free.

## If you pay towards your support:



If you have to pay money for your care then you will need to set up a standing order to put that money onto your prepaid card.



Ask the card provider to help you set up a standing order.

## What do I need to do?

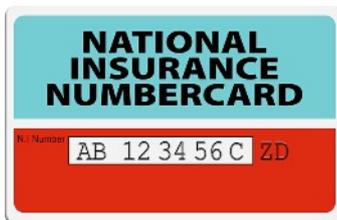
Before we give you a card we need to see:



- proof of who you are  
this could be your passport, birth certificate or driving licence



- proof of your address  
this could be a letter from your bank, a gas or electric bill or from the council

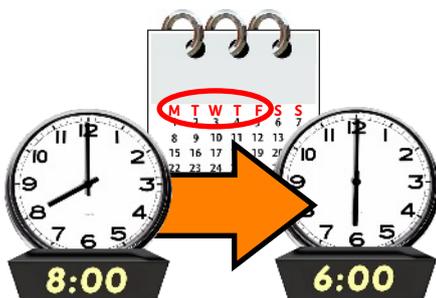


- your National Insurance number.



## Where can I get help with my card?

Ring them **0330 808 0102** or **0330 123 2041**.



You can speak to someone Monday to Friday from 8am to 6pm.



If you want to look at your card online you need to tell us your email address.



If you need more help please speak to your social care worker.



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